



HOME CARE - ASSESSMENT CONTACT REPORT

Provider details

Provider: Bayswater Extended Community Help Organisation Inc

Provider contact

Contact name: Mr Philip Baker

Position title: Chief Executive Officer

Service details

Service name: Bayswater Extended Community Help Organisation

Quality Agency ID: 500056

Location: 72 Toowong Street, BAYSWATER WA 6053

Phone number: 08 9271 7011

Facsimile: 08 9272 1221

E-mail address: ceo@echocommunity.org.au

Services included in this review:

Home Care:

- Bayswater Extended Community Help Organisation, 19099, 72 Toowong Street, BAYSWATER WA 6053

Assessment contact details

Date of assessment contact: 10 January 2017

Time visit commenced: 9.00am

Time visit finished: 4.30pm

Total reviewer hours worked on site: 7.5 hours

Activity type: Assessment Contact - Site

Team leader: Jenny Pike

Service status before this assessment contact

Last quality review:	20 May 2015
Assessment contact/s since last quality review:	N/A
Timetable for improvement expires on:	N/A
Expected outcomes not met:	N/A

Audit trail

Interviews	Number	Interviews	Number
Chief executive officer	1	Care recipients and representatives	3
Manager community services	1	Community support workers	3
Sampled documents	Number	Sampled documents	Number
Care recipient files	4		

Other documents reviewed

- Accident, incident and hazards reports
- Brokerage and service provider agreements
- Meeting minutes
- Policies and procedures
- Risk matrix
- Service user handbook.

Observations

- Office environment
- Staff handling telephone enquiries.

Expected outcomes reviewed at this assessment contact

Standard 1: Effective management

Principle:

The service provider demonstrates effective management processes based on a continuous improvement approach to service management, planning and delivery.

Expected outcome 1.3 – Information management systems	Met
<p>The expected outcome requires that “the service provider has effective information management systems in place”.</p>	
<p>The service provider has effective information management. There are procedures to ensure the collection, use, storage, archiving and destruction of information and paper records, with electronic records backed up to an external site and limited access, with secure passwords restricted to relevant staff. The service has a system to ensure policies and procedures are current and staff are provided copies of revised policies, relevant to their position, via email or copies provided in their allocated pigeon holes. A variety of communication methods are used such as meeting minutes, notice boards, and information technology. Staff stated they have access to the administrative, care and operational information they require to carry out their duties. The information management system is regularly reviewed and evaluated according to surveys. Staff, care recipients and representatives stated they are satisfied with the information provided to them.</p>	

Expected outcome 1.6 – Risk management	Met
<p>The expected outcome requires that “the service provider is actively working to identify and address potential risk, to ensure the safety of service users, staff and the organisation”.</p>	
<p>The service provider actively works to identify and address potential risk to ensure the safety of care recipients, staff and the organisation. An organisational risk management plan ensures management of identified risks and incidents and there is a process to prioritise or escalate reported incidents to appropriate staff. Strategies to mitigate and minimise risk include environmental inspections, completion of audits and the provision of personal protective equipment and the dissemination of relevant policies and procedures to staff. Care recipients’ risks are identified through the completion of home safety assessments and accident/incident reporting processes. Support workers verified they know how to report hazards, incidents and accidents and appropriate training such as occupational health and safety and manual handling is provided on an ongoing basis. Staff were able to describe procedures to follow when care recipients do not respond to a scheduled visit. Care recipients and representatives expressed satisfaction the services are delivered in a safe manner in accordance with care recipients’ needs and preferences.</p>	

Standard 3: Service user rights and responsibilities

Principle:

Each service user (and/or their representative) is provided with information to assist them to make service choices and has the right (and responsibility) to be consulted and respected. Service users (and/or their representative) have access to complaints and advocacy information and processes and their privacy and confidentiality and right to independence is respected.

Expected outcome 3.1 – Information provision	Met
<p>The expected outcome requires that “each service user, or prospective service user, is provided with information (initially and on an ongoing basis) in a format appropriate to their needs to assist them to make service choices and gain an understanding of the services available to them and their rights and responsibilities”.</p>	
<p>Each care recipient, or prospective care recipient is provided with information (initially and on an ongoing basis) in a format appropriate to their needs to assist them to make service choices and gain an understanding of the services available to them including their rights and responsibilities. The coordinator provides a service user handbook that contains information about services, fees, rights and responsibilities, privacy and confidentiality, access to advocacy services and how to make a complaint, at the time of the initial intake visit. An agreement is offered to care recipients or representatives for signing on acceptance of the service, and the information is explained to the care recipient and representative to ensure their understanding once services have been agreed to. An individualised budget is provided to care recipients before acceptance of the service, and monthly statements are outline fees and charges. Staff reported care recipients can call the office, ask them, or access their home file for information at any time. Care recipients and representatives advised they are satisfied with the information care recipients are provided, and they usually ask staff for any information they require.</p>	

Other information to be considered:

- A new organisational web site has been launched with a new corporate logo. This web site provides updated information for staff and care recipients to access such as changes to legislation, information about the care and services that can be provided through the organisation, as well as other information about the organisation and the staff that work there.